## PRESTON GATES ELLIS

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#### - Pacific Taistis Company

### FIRST USERS' GROUP MEETING HELD

On February 24, 1993, the Detroit Metro held the first CVLS Users' Group Meeting. The purpose of the meeting was to bring users together to discuss their experiences with Teletrac and their applications for the system. The response was fentastic!! Thirty eight customers attended the luncheon meeting, which was held at the Embassy Suites in Southfield. John Elsner, the CVLS Field Product Manager, was our guest speaker from the corporate office, and he gave a presentation on future products and services.

The following six customers gave short talks describing their experiences with Teletrac, and the benefits they've received from the system:

Memored Car has emergency panic buttons installed in each truck, as cargo and driver safety is crucial to them. Jim stated that the system was very beneficial to them recently when a vehicle was in a roll-over accident. Using Teletrac they got an exact location and gave the information to the police and tow truck company who were able to reach the scene quickly. Jim added, "The union has gone along with the system. Our people feel more comfortable knowing they have panic buttons in their truck."

Food Distributors talked about how Teletrac has given his company better control over its vehicle fleet. Phil said \*Teletrac has helped improve the level of customer service we provide." Teletrac gives them current information so they are able to adjust driver routes if necessary to meet customer needs. Phil added "We are under tremendous time constraints with perishable items and need to know where our trucks are to get them to customer sites on time." Phil said that Teletrac has already paid for itself and adds, "we were subject to a number of hijackings in 1990 and

1991, and several weeks ago we were able to recover a vehicle through the use of Teletrac."

Teletrac's remote elert button has offered field employees an extra measure of security day and night when on the road. The remote elert can be used in the vehicle, or taken with the driver, and will quickly elert the dispatcher in the event of an emergency. The system is also used to help field personnel locate customer addresses and respond to high priority emergencies.

Medical Labe has found that Teletrac has helped them increase driver productivity, as well as increase revenue. With Teletrac, they are able to plot their routes and replay their locates to better manage these routes. In addition, when a driver is at a customer's site after hours and finds nothing in the pick-up box, the driver asks the dispatcher to locate his vehicle to verify the time that he was there. This is printed out and attached to the driver's log, in case there is a question by the customer. USML also uses Teletrac as a marketing tool, by giving prospective clients a demonstration of how Teletrac is used.

Director of Security Macussed their diverse applications for the Teletrac system. By having the system installed in their security patrol vehicles they have a competitive advantage when securing new clients. They also use Teletrac as an investigative tool to document vehicle movements versus sending out an investigator. This allows them to save manpower and provide clients with cost effective, detailed, instant Another unique information. application they have developed is a portable briefcase with a battery powered VLU. The protection staff can carry this with them when they are providing security for executives and calebrities.

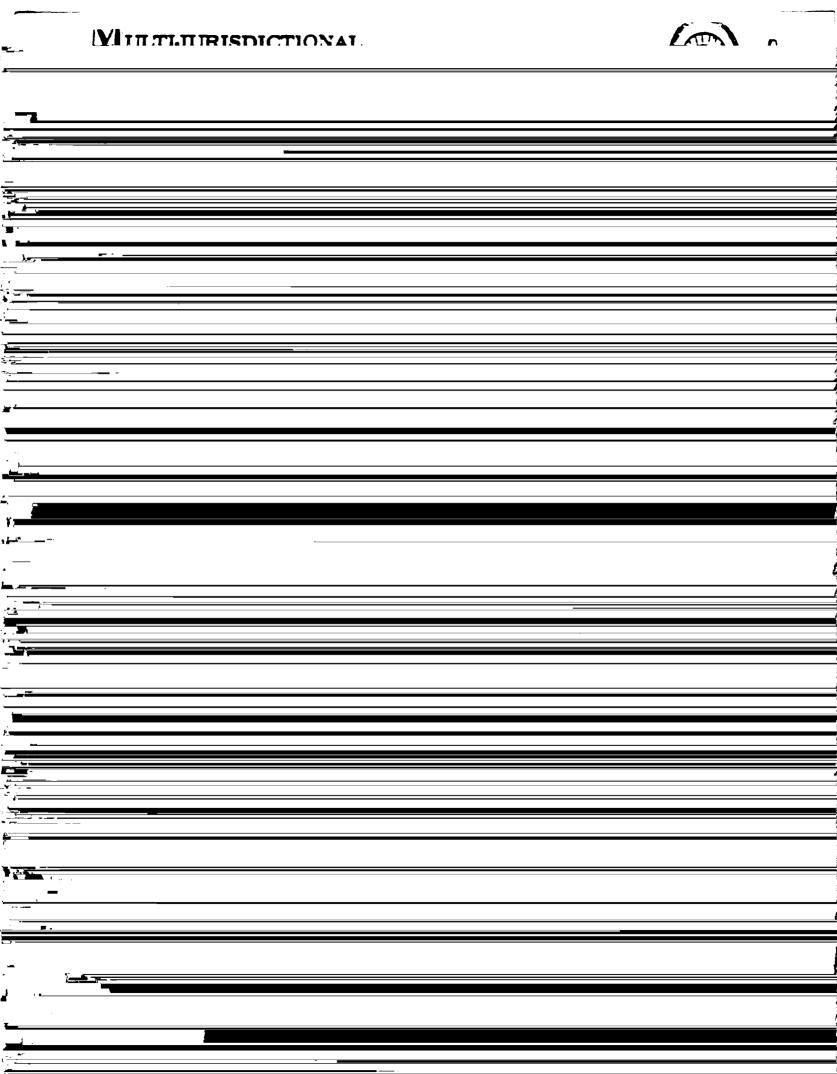
talked about how Teletrac has been a quality tool in helping them provide superior customer service. They have a dual system with one terminal in their service area that locates their service vehicles and the other terminal in the management office to track delivery and sales vehicles. Their customer's number one priority is to have on time deliveries. Teletrac insures that they meet this customer need. Teletrac they can easily locate construction sites that may not yet have addresses. They can print maps for drivers and help direct them should they get lost.

Everyone expressed an interest in attending future meetings. The goal is that the group will meet regularly, and will be a forum for users to give input by collectively contributing their ideas and suggestions. The next meeting is scheduled for the fall of 1993. Details to come...Hope to see you there!

### INDEX OF LETTERS RELATING TO PACTEL TELETRAC SERVICES

- 1. Multijurisdictional Criminal Apprehension Detail dated July 8, 1991.
- 2. Office of the Sheriff for the County of Los Angeles dated July 8, 1991.
- 3. District Attorney for the County of Los Angeles dated October 8, 1991.

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# County of Uos Angeles Offer of the Sheriff Tall of Justice Los Angeles California 20012



SHEBMAN BLOCK, SHEOIFF

July 8, 1991

Mark Light, President Los Angeles Operations International Teletras Systems 9800 South La Cienega Boulevard, Suite 800 Inglewood, California 90361

Dear Mr. Licht:

I would like to take this opportunity to express my appreciation to you and Teletrac for the loan of a vehicle locator device-during a recently concluded child molester surveillance operation. As you probably know by now, the suspect is in custody and has been charged with felony indecent exposure. He faces up to five years in state prison if convicted. Hopefully, no child will ever again have to be traumatized and injured by the actions of this individual.

Lieutenant Jim Harris of the Multijurisdictional Criminal Apprehension Detail (MCAD), has told me how effective the Teletrac device was and the key role it played in the success of this investigation. Given the type of individual that MCAD was following, a dawn to dusk surveillance would probably not have been successful without the use of a vehicle tracking device.

Sheriff Sherman Block has long been a supporter of "partnerships" between the private sector and law enforcement. When a partnership is created the combined resources of both entities are directed toward the common goal, and, more often than not, they are successful. Your assistance in this matter certainly bears out his belief.

Once again, thank you very much for your cooperation and for your support of this operation. We look forward to working with Teletrac in the future.

Sincerely,

SHERMAN BLOCK, SHERIFF

LARRY LANDERSON, ACTING CHIEF

FIELD OPERATIONS REGION II

cc: Stacey Black, General Manager

Barnet Fagel, Technical Support Manager



### OFFICE OF THE DISTRICT ATTORNEY COUNTY OF LOS ANGELES

18000 CRIMINAL COURTS BUILDING 210 WEST TEMPLE STREET LOS ANGELES, CALIFORNIA SOCIZ (213) 974-3801

October 8, 1991

Mr. Paul Fitzgerald Account Executive International Teletrac Systems 9800 La Cienega Boulevard, Suite 800 Inglewood, California 90301-4420

Dear Mr. Fitsgerald:

The Los Angeles County District Attorney's Office extends its

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N. B.

Mr. Paul Fitzgerald Page Two October 8, 1991

alleged arsonist and has enhanced the probability of a speedy and favorable prosecution. Again, the office extends its appreciation for your unselfish efforts, and especially the technical and training expertise provided by Barnett Fagel, Karen Birch, and Maria Howard.

Very truly yours,

IRA REINER

District Attorney

10



15739 VENTURA BOULEVARD . ENCINO, CALIFORNIA 91436 . TEL: (818) 789-7588

November 18, 1991

Michael Keesler Business Manager International Teletrac Systems, Inc. 9800 La Cienega Blvd. Inglewood, CA 90301

Dear Mr. Keesler:

Once again, I would like to personally thank your company for recovering my Porsche Carrera for the second time. When I brought the Teletrac stolen vehicle locator service I wondered if I would ever have a need for the system. But now that my car has been stolen and recovered with your assistance for the second time, I feel your system is absolutely indispensible.

I would like you to send me some brouchures on your stolen vehicle locator service so I can let all my friends know how wonderful the Teletrac system is.

Once again, thank you for your assistance in recovering my vehicle twice.

Sincerely

Department of Police

William J. Dwyer
Chief of Police
313/473-9602
Mirt J. Spencer
Deputy Chief of Police

313/473-9605



November 20, 1991

Mr. Charles Shropshire International Teletrac Systems, Inc. 30303 Country Club Drive, Ste. A-11 Farmington Hills, MI 48331

Dear Mr. Shropshire:

Michigan has the dubious honor of being one of the leaders in a new criminal pastime called "carjacking." A thief stops a driver at gun point, forces the driver out of the vehicle, and then drives off. I truly believe your system will assist Michigan law enforcement agencies in arresting those persons responsible for carjackings as it has already assisted California police in arresting, convicting, and incarcerating at least one carjacker.

In Farmington Hills we are also using the system to assist our Department, and the City, with 9-1-1 calls. With the assistance of Teletrac, our dispatchers immediately have the capability of locating the site of a distress call through the mapping system, which also provides immediate identity as to which patrol car is in closest proximity to respond to the call.

We look forward to working with you to make the community of Farmington Hills a safer place in which to live.

Sincerely

William's Deyer Chief of Police

### November 22, 1991

Mr. Charles Shropshire International Teletrac Systems, Inc. 39303 Country Club Drive, Ste. A-11 Farmington Hills, MI 48331

### Dear Charles:

As you are well aware, we successfully used the Teletrac system recently on a narcotics trafficking investigation. The capabilities of Teletrac were just what we needed to ensure a successful conclusion to that very important case. We thank you for assisting us.

I understand that Teletrac is restricted to using its system in just the 313 area code. It can certainly be stated that area code and geographical boundaries are inconsequential to the criminal element. Any illicit drug trafficker doesn't stop at the 313 area code boundary to pause and reflect.

Investigative agencies need sophisticated equipment, like Teletrac, to successfully stay abreast of criminal enterprises. Police agencies can't be restricted by boundaries, nor should technology.

Sincerely,

Inspector Joseph A. Koenig Assistant Division Commander

Josef a. Koeni

Southeastern C.I.D.

18050 Deering

Livonia, MI 48152

525-4149

JAK/la



### Los Angeles County Office of Education 3

Stuart E. Gethold Superintendent

November 22, 1991

Los Angeles County Board of Education

Frank J. Alderets President

Barbers G. Pieper Vice President

Lowis P. Sohler, Jr.

Jeanne Breunie

Manuel Galleges

Max E. Regiond

Michaelene D. Wagner

Mark Pich Senier Account Executive International Teletrac Systems 9800 La Clenega Boulevard, Suite 800 Inglewood, CA 90301

Dear Mr. Plich:

Following our recent telephone convergition I reflected upon the remarkable working relationship the Los Angeles County Salinets has enjoyed with Teletrac for more than two years. I was convinced early at it ear review of Teletrac that an accurate and cost effective vehicle location system earlist pity an important role in the acheol bus industry. Today, Teletrac continuously exceeds my expectations for a vehicle location system.

Transportation services the sounty office provides to school districts throughout the 4,000 square mile area of Los Angeles equally has improved significantly since we've installed the Teletrac system. This is due in large part to the fact that we know the exact location of contract school buses at all times.

Our emergency planning for earthquakes and other cleasters has been aided by utilizing the Teletrac system, giving us the exact location of our buses in the event of an emergency.

Additionally, transporting handlespeed strikers is a large part of our service. We are able to predict accurate estimated times of arrival for pick-up so parents do not need to leave their children waiting for buses. We are also able to report to parents the time of drop off.

Finally, the Teletrac system has assisted as in dealing with a critical problem that plagues our industry, school bus driver turnsver. In the first weeks of employment, new drivers routinely get lost. By using the Teletrac system in conjunction with our two way radios, we are able to give new drivers directions on how to get to a school or pick-up point.

Sincerely,

Charles Davin

Transportation Officer

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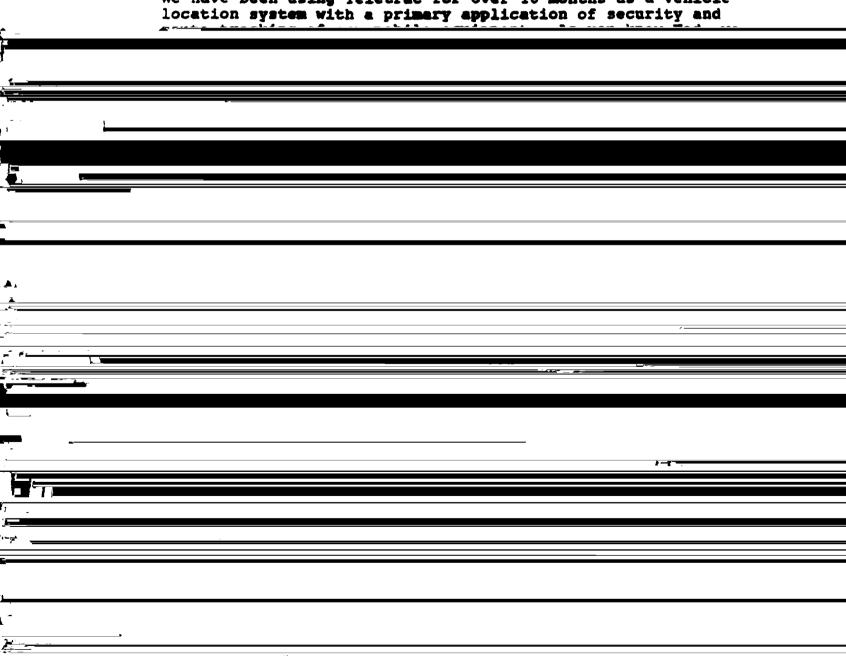
### RECORD TRANSPORT, INC. 2065 Ross Street Vernon, California, 90058 (213)231-9141

November 23, 1991

**Ned Carey** Account Executive International Teletrac Systems, Inc. 9800 La Cienega Blvd., Suite 800 Inglewood, CA 90301

Dear Mr. Carey:

We have been using Teletrac for over 10 months as a vehicle



1400 EAST MISSION ROULEVARD POMINA, CALIFORNIA 91788 [714] 82P-1318 • [714] 888-1138

November 25, 1991

Mr. Mark Rich.

Sr. Account Executive

International Teletrac Systems, Inc.

Inglewood, Ca. 90301

Dear Mr. Rich:

Diversified Paratransit operates bus services in the Los Angeles area with the purpose of giving rides to elderly and handicopped individuals. Our service includes bus transportation for Regional Centers, nursing homes an Dial-A-Ride for the elderly individuals.

We utilize the Teletrac system for the purpose of providing better service to our clients. With this system we can locate the closest vehicle to a pick up point, saving waiting time for our clients. Also by knowing the location of our vehicles we can accurately quote estimated times of arrive for programs or relatives.

We just wanted to let you know how valuable your system has been in improving the lives and well-being of our elderly and handicaped customers

Sincernly,

Director of Maintenance



### SUPERIOR SIGNAL SERVICE

7224 SCOUT AVENUE, BELL GARDENS, CALIFORNIA 90201 • (213) 927-4488
FAX (213) 928-9689 • LICENSE NO. 283204 • FED TAXPAYER ID NO. 95-2847733

November 25, 1991

Mr. Ned Carey Account Executive International Teletrac Systems Inc. 9800 La Cieniga Blvd., Suite 800 Inglewood, Ca 90301

Dear Mr. Carey,

It is indeed a pleasure to inform you of some recent developments as to the benefits we have realized from the use of the Teletrac System. I contacted our insurance company and inquired about possible savings we might be entitled to as a result of the tracking capability of Teletrac.

In September the Teletrac system was demonstrated to our insurance broker. The benefits were described in full as to how Teletrac has enhanced our ability to not only track our vehicles but to document the information as well. We indemnify all of our clients with respect to our operations and compliance to our contracts. Our broker was particularly interested in the ability to prove that our people were where they are supposed to be when they are supposed to be there. Due to the emergency public service nature of our business, this is our most serious exposure.

On November 1st, our broker quoted the new rates for our insurance. Due almost exclusively to Teletrac and our ability to document the activities of our vehicles, we realized a savings on not only the automotive portion of the insurance but a significant consideration was given to the liability section as well. In an environment where costs are constantly rising, we have realized savings of over \$ 6,000 per year on our general insurance premiums.

I am sure that as time goes on, we will continue to experience benefits from the Teletrac system, so I thank you in advance for those benefits.

Respectfully,

H. Chet Galland

President & General Manager

HCG/pl



EXECUTONE Information Systems Inc PO. Box. 1258 2727 Pullisher Place City of Industry, CA 91749 Phone: 213/692-7531 Fox: 213/695-3020

December 3, 1991

Mr. John Polcari, Account Executive INTERNATIONAL TELETRAC SYSTEMS, INC. 9800 La Cienega Boulevard, Suite 800 Inglewood, CA 90301

Dear Mr. Polcari,

Teletrac has greatly helped EXECUTONE improve the efficiency of our business. One such example is the improvement in our ability to service our customers with replacement parts. EXECUTONE keeps a computerized record of our vehicles' replacement parts inventory. By using the Teletrac System, we can locate vehicles that carry a needed part and establish which one is nearest to a customer. This allows us to provide timely response to a customer having problems with their phone system.

In addition, fuel efficiency of our fleet has increased by reducing the amount of miles the vehicles travel: our backlog is reduced by being able to dispatch service vehicles more efficiently. The Teletrac system allowed us to be a more conscious corporate system by reducing drive time and fuel usage of our fleet vehicles and increasing customer service.

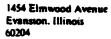
Sincerely,

Gerald N. Quinds
Operations Manager

JQ:kaw



Police Department Ernest A. Jacobi Chief of Police



Telephone 708/866-5000



### City of Evanston

December 5, 1991

Mr. Louis F. Schoenfeldt International Teletrac Systems 1725 Winnetke Circle Rolling Meadows, Illinois 60008

#### Dear Lou:

I wented to take a moment to tell you how much our department appreciates the amount of work you and your staff have done on the behalf of teletrac, and by extension, our department.

We sincerely believe that your tracking system will have a tremendous impact on vehicle theft. We also know it will have numerous other applications that will enhance our ability to provide essential services to the citizens of our community.

With ten tracking units installed in our vehicles, we have used the system several times to track personnel who have failed to enswer their redio because of equipment malfunctions. I know our personnel feel much safer knowing we can locate them within seconds without their help in times of need.

In conjunction with your staff, we have performed several simulated stolen vehicle episodes. In each case, our personnel have been able to locate the stolen vehicle. In the last couple of cases, we located the vehicle within three minutes of receiving the report of the stolen vehicle. That alone has to speak highly of your product.

Thank you again, and we are looking forward to a long and beneficial relationship.

Lieutenant George L. Scharm

Technical Services Division



### TEXAS DEPARTMENT OF PUBLIC SAFETY

5806 N. LAMAR BLVD. - BOX 4067 - AUSTIN, TEXAS 78773-0001



James R, Wilson Durington

DUBLEY M. THOMAS ABST. SUMSCTOR



December 16, 1991

Mr. Bill Horton Law Enforcement Liaison International Teletrac Systems 524 East Lamar Blvd., Suite 120 Arlington, Texas 76011

Dear Bill:

As I recall the meeting we had April 18, 1991, when we discussed the Teletrac system, I want to emphasize my concern that the coverage to your system cannot be extended to critical areas in the state due to regulatory issues.

As you may remember, we discussed the possibility of extending your system to cover the Rio Grande Valley, which is where many of the stolen vehicles are driven. Since it could be to our benefit to cover that area from either the Dallas/Fort Worth or Houston areas, we hope your regulatory constraints can be removed as soon as possible.

Sincerely,

Roy L. Newman, Commander Motor Vehicle Theft Service

RLN:kt

COMPTESY

### U.S. Department of Justice



### Federal Bureau of Investigation

la Reply, Please Refer to File No. 219 South Dearborn Street Chicago, Illinois 60604 December 18, 1991

Mr. Louis Schoenfeldt Law Enforcement Liaison International Teletrac Systems Chicago Operations 1725 Winnetka Circle Rolling Meadows, Illinois 60008

Dear Lou.

I would like to take this opportunity to extend my sincere appreciation to you and to all the personnel of the Chicago Operations of International Teletrac System for your efforts in assisting the Chicago Division of the Federal Bureau of Investigation (FBI) over the previous six months. I would especially like to commend the efforts of yourself, Bob Mance, Tim McCarty, and Dragan Jovanovic. Your efforts in a number of recent FBI investigations provided crucial assistance toward the successful completion of those investigations.

Although internal FBI policy prevents me or any member of my staff from endorsing a particular product, I would like to say that I personally found the services and capabilities of your product to be extremely beneficial.

As you are aware, the Chicago Division of the FBI recently acquired a number of Vehicle Locator Units and supporting equipment from International Teletrac. This acquisition was based on the capabilities of the Teletrac System as presented by the Chicago Operations of International Teletrac.

The professional approximation and account of Malacana.

## Hernandez Cart Service, Inc. 1808 Lincoln Boulevard, Venice, California 90291 (213) 452-9088

April 2, 1992

Dear Mr. Rich:

I would like to thank you for your persistence in selling the Teletrac system to me. When you first gave me a demonstration I was skeptical of the application for my company. However, I have since discovered that the Teletrac system is indispensable to my business.

In the last six months, we have had three of our vehicles stolen. By using the Teletrac system, the three vehicles were all recovered in a short amount of time. In two of these instances, suspects were apprehended for the theft.

If I can be of service to you or Teletrac, please do not hesitate to call me.

Sincerely

Rick Hernandez

President <

April 2, 1992

Mr. Arnold Peller International Teletrac Systems, Inc. 9800 La Cienega Blvd. Inglewood, CA 90301

Dear Mr. Peller:

I would like to take this opportunity to express my satisfaction with the Teletrac stolen vehicle location system. As you know, my daughter was driving my Jeep Cherokee on December 15, 1991, when she was pulled over and the vehicle was taken from her at gunpoint. She immediately called me and I notified the police and the Teletrac control center.

The Los Angeles Police Department officers were immediately on the scene, began chasing the thieves and were able to apprehend them in a short time. The chase ended with the suspects in custody and my daughter safe at home. I was truly impressed listening to the exchange of information between Teletrac and the police during the high speed chase.

Teletrac was able to provide quick and accurate information to the officers, so they never lost the suspects.

Sincerely,

Phillip Bailey

RLC YED

### THE CITY OF CORAL GABLES

NAY 11'0 1993

FCC MAIL ROOM



\_ 1801 SALZEDO STREET

POLICE DEPARTMENT

April 27, 1993



Secretary, Federal Communications Commission 1919 M Street, N. W. Room 222 Washington, D. C. 20554

To the Commission:

Re: RM No. 8013

The Coral Gables Police Department has used the PacTel Teletrac system in our City to dramatically enhance our surveillance capabilities and allow us an increased measure of officer safety.

We understand the Commission is considering proposals that could make the Teletrac system lose some significant capabilities. We feel any decision that would diminish PacTel Teletrac's ability to provide accurate vehicle location service would hamper our law enforcement efforts.

We have found PacTel Teletrac, and the radio location system they provide, to be extremely reliable and most helpful with our ever increasing responsibilities here in our local area of concern. Anything the Commission can do to assist PacTel in their frequency allocation would be appreciated by our Agency.

Very truly yours,

C. W. Skalaski Chief of Police

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United Cicies Pectal Corving PROCESSING AND DISTRIBUTION CENTER 466 W VAN SUREN ST CHICAGO IL 60607-6697 April 30, 1993

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PEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Secretary

Federal Communications Commission

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U. S. Department of Justice

PDrug Enforcement Administration
Fort Lauderdale District Office
1475 West Cypress Creek Road
Suite 301
Fort Lauderdale, Florida 33309

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FEDERAL COMMUNICATIONS CONMISSION
OFFICE OF THE SECRETARY

Secretary, Federal Communications Commission 1919 M Street, N.W. Room 222 Washington, D.C. 20554

RE: RM. No. 8013

### Dear Secretary:

The HIDTA Task Force (High Intensity Drug Trafficking Area) of South Florida is engaged in a continuing war on the illegal importation of lethal drugs and their distribution in the United States. The need every innovative weapon available to us. The Task Force has specifically targeted transportation modes as a vulnerability of drug trafficking organizations. Automated vehicle location is a weapon in that effort.

PacTrl Teletrac and their 900 MHZ vehicle location technology has helped us in this effort. Their very reliable system has significantly enhanced our ability to observe suspects from a distance often miles away. This ability has greatly increased Agent safety and reduced our manpower requirements on a per case basis. This extremely innovative technology will allow the Task Force the luxury of conducting an entire surveillance, over any amount of time, without having to be close to the target involved.

We would support any effort by the Commission to protect the PacTel Teletrac frequency allocations. They are presently singly responsible for the vehicle location technology we now enjoy in the South Florida area. This company has a real commitment to law enforcement and provides a valuable service we strongly support.

Sincerely,

Thomas J. Tiderington

Group Supervisor

Southeast Florida Regional Task Force

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